IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Applicant   : Andy Ming Lee *et al.*
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Arlington, VA 22313-1450

DECLARATION UNDER 37 C.F.R. § 1.131

I, the undersigned, declare that:

1.   My name and residence is as listed below.

2.   I am a joint inventor in the above-identified patent application ("The Patent Application").

3.   I participated in the development of software that contains an embodiment of the above-referenced patent application prior to March 14, 2001.

4.   The claims of the patent application as currently amended are attached as Exhibit 1.

5.   The document attached hereto as Exhibit 2 is a true and correct listing of files comprising source code containing an embodiment of the claimed invention as stored in computer archival storage maintained by the assignee of the Patent Application, Alorica, Inc. of Chino, California ("Alorica").

6.   All of the files listed in Exhibit 2 were created on or before December 8, 2000.

7.   All of the files listed in Exhibit 2 were created in the United States of America.

8.   The code contained in the files listed in Exhibit 2, when placed in a properly configured system, comprises an operational embodiment of the present invention.

9.   A method, system, or computer program that performs the step of "generating a customer database, including customer records, wherein each customer record tracks a customer," (Claims 1, 15, and 29) is contained within, *inter alia*, the file titled "CustForm.asp." See Exhibit 2.

10.   A method, system, or computer program that performs the step of "generating a product database, including product records, wherein each product record tracks a product," (Claims 1, 15, and 29) is contained within, *inter alia*, the file titled "product.asp." See Exhibit 2.

11.   A method, system, or computer program that performs the step of "creating a plurality of modules for use in the multi-functional customer relationship management tool, wherein each module allows specific access and manipulation of the customer and product databases," (Claims 1, 15, and 29) is contained within, *inter alia*, the files titled "addcust.asp" and "product.asp." See Exhibit 2.

12.   A method, system, or computer program that performs the step of "accessing at least one of the plurality of modules in the multi-functional customer relationship management tool to allow a first client representative to review previous customer contacts, product information, and servicing information associated with the customer" (Claims 1, 15, and 29) is contained within, *inter alia*, the files titled "searchCust.asp," "custHist.asp," "product.asp," "CallTrack.asp," and "Ticket.asp." See Exhibit 2.

13.   A method, system, or computer program that performs the step of "allowing the first client representative to update the customer database from information received from the customer to add or modify a specific customer record logging the customer contact and recording any new product or warranty purchase information, service request, return merchandise request, or complaint using one of the plurality of modules" (Claims 1, 15, and 29) is contained within, *inter alia*, the files titled "UpdateCust.asp," "CustMod.asp," "productMod.asp," and "extwar.asp." See Exhibit 2.

14.   A method, system, or computer program that performs the step of "allowing a second client representative located at a different site from the first client representative to access the multi-functional customer relationship tool over the Internet to further update a product record using at least one of the plurality of modules to update inventory information of a product at a warehouse location" (Claims 1, 15, and 29) is contained within, *inter alia*, the files titled "UpdateCust.asp," "CustMod.asp," "productMod.asp" and "extwar.asp." See Exhibit 2.

15.   A method, system, or computer program that performs the step of "transmitting over the Internet an input page in which at least one client representative enters data to update the customer database" (claims 3, 17, and 31) is contained within, *inter alia*, the files titled "UpdateCust.asp." See Exhibit 2.

16.   A method, system, or computer program that performs the step of "transmitting over the Internet an input page in which the at least one client representative enters search information to request customer record information from the customer database" (Claims 4, 18, and 32) is contained within, *inter alia*, the file titled "searchCust.asp." See Exhibit 2.

17.   A method, system, or computer program that performs the step of "receiving the input page transmitted by the at least one client representative including a request for customer record information" (Claims 4, 18, and 32) is contained within, *inter alia*, the file titled "searchCust.asp." See Exhibit 2.

18.   A method, system, or computer program that performs the step of "generating an information page including customer record information for the customer record specified in the received input page" (Claims 4, 18, and 32) is contained within, *inter alia*, the file titled "CustomerList.asp" See Exhibit 2.

19.   A method, system, or computer program that performs the step of "transmitting the information page to the requesting at least one client representative over the Internet" (Claims 4, 18, and 32) is contained within, *inter alia*, the file titled "CustomerList.asp." See Exhibit 2.

20.   A method, system, or computer program that performs the steps of "providing problem and solution codes to be selected by the at least one client representative" and "recording any additions or modifications in either the customer or product record using the problem and solution codes" (Claims 7, 21, and 35) is contained within, *inter alia*, the file titled "Ticket.asp." See Exhibit 2.

21.   A method, system, or computer program that performs the step of "wherein the contact with the customer is by e-mail and an email module is used to respond back to the customer, wherein the e-mail module scans the e-mail for key words and categorizes the email for appropriate response using predetermined problem and solution codes and e-mail templates are used to form a response back to the customer" (Claims 8, 22, and 36) is contained within, *inter alia*, the files titled "email_main.asp," "email_result.asp," "email_reply.asp," and "email_sendmail.asp." See Exhibit 2.

22.   A method, system, or computer program that performs the steps of "interlinking with a front-end GUI to display the product image and information over the Internet," "processing a payment for a purchase of the product or an extended warranty from the information stored in the customer record," "updating the customer and product records to account for the purchase of the product," and "updating the customer record to account for the purchase of the extended warranty," (Claims 9, 23, and 37) are performed by, *inter alia*, the files titled "custMod.asp," "productMod.asp," and "extwar.asp" See Exhibit 2.

23.   A method, system, or computer program that performs the steps of "accessing a return merchandise management module," and "producing a printable sheet with a bar code identifying a returned product using a commercial bar code font to code the bar code" (Claims 11, 25, and 39) are performed by, *inter alia*, the files titled "RMA.asp," "RMA_Info.asp," and "Ticket.asp." See Exhibit 2.

24.   A method, system, or computer program that performs the step of "producing a printable sheet with information on the purchase of the product" (Claims 12, 26, and 40) is contained within, *inter alia*, the file titled "Sale_order.asp." See Exhibit 2.

25.   A method, system, or computer program that performs the step of "producing a report based on information from the customer and product records" (Claims 13, 27, and 41) is contained within, *inter alia*, the files titled "Summary.asp." See Exhibit 2.

26.   A method, system, or computer program that performs the steps of "interlinking a third party shipping software with the product database," and "updating the product database from information received from the third party shipping software to add or modify a specific product record indicating shipping information about the product" (Claims 14, 28, and 42) are performed by, *inter alia*, the files titled "request_part.asp," "productDetail.asp," "Ticket.asp," and "display.asp." See Exhibit 2.

27.   I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statement were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. § 1001.

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EXHIBIT 1

1.   A method for managing customer and product information over the Internet using a

multi-functional customer relationship management tool available to at least one client

representative, comprising:

generating a customer database including customer records, wherein each customer record

tracks a customer;

generating a product database including product records, wherein each product record tracks

a product;

creating a plurality of modules for use in the multi-functional customer relationship

management tool, wherein each module allows specific access and manipulation of the customer and

product databases;

receiving a random, non-automated contact from a customer through a telephone call or by an

email;

accessing at least one of the plurality of modules in the multi-functional customer

relationship management tool to allow a first client representative to review previous

customer contacts, product information and servicing information associated with the

customer;

allowing the first client representative to update the customer database from

information received from the customer to add or modify a specific customer record logging

the customer contact and recording any new product or warranty purchase information, service

request, return merchandise request, or complaint using one of the plurality of modules; and

allowing a second client representative located at a different site from the first client

representative to access the multi-functional customer relationship tool over the Internet to

further update a product record using at least one of the plurality of modules to update

inventory information of a product at a warehouse location.

2. The method of claim 1, wherein the plurality of modules available to the at least one

client representative include at least four members of a set of modules comprising a customer

interaction module, a return merchandise management module, a warranty administration

module, an e-mail module, an inventory management module, a reporting system module and

a credit card processing module.

3. The method of claim 1, wherein the step of updating the customer database further

comprises:

transmitting over the Internet an input page in which the at least one client

representative enters data to update the customer database.

4. The method of claim 1, wherein the step of tag reviewing previous customer contacts

further comprises:

transmitting over the Internet an input page in which the at least one client

representative enters search information to request customer record information from the

customer database;

receiving the input page transmitted by the at least one client representative including a request for customer record information;

generating an information page including customer record information for the customer record specified in the received input page; and

transmitting the information page to the requesting pt least one client representative over the Internet.

5.   (Cancelled)

6.   (Cancelled)

7.   The method of claim 1 wherein the step of allowing the at least one client representative to update the customer database, further comprises:

providing problem and solution codes to be selected by the at least one client representative; and

recording any additions or modifications in either the customer or product record using the problem and solution codes.

8.   The method of claim 7, wherein the contact with the customer is by e-mail and an e-mail module is used to respond back to the customer, wherein the e-mail module scans the e-mail for key words and categorizes the email for appropriate response using predetermined problem and solution codes and e-mail templates are used to form a response back to the customer.

9.   The method of claim 1, further comprising:

interlinking with a front-end GUI to display the product image and information over the Internet;

processing a payment for a purchase of the product or an extended warranty from the information stored in the customer record;

updating the customer and product records to account for the purchase of the product; and

updating the customer record to account for the purchase of the extended warranty.

10.   (Cancelled)

11.   The method of claim 1 wherein the at least one client representative is a repair facility representative, further comprising:

accessing a return merchandise management module; and

producing a printable sheet with a bar code identifying a returned product using a commercial bar code font to code the bar code.

12.   The method of claim 9, further comprising:

producing a printable sheet with information on the purchase of the product.

13.   The method of claims 1, further comprising:

producing a report based on information from the customer-and product records.

14.   The method of claim 1, further comprising:

interlinking a third party shipping software with the product database;

updating the product database from information received from the third party shipping

software to add or modify a specific product record indicating shipping information about the product.

15.   A system for managing customer and product information over a the Internet using a

multi-functional customer relationship management tool available to at least one client

representative, comprising:

means for generating a customer database including customer records, wherein each

customer record tracks a customer,

means for generating a product database including product records, wherein each

product record tracks a product;

means for creating a plurality of modules for use in the multi-functional customer

relationship management tool, wherein each module allows specific access and manipulation

of the customer and product databases;

means for receiving a random, non-automated contact from a customer through a

telephone call or by an email;

means for accessing at least one of the plurality of modules in the multi-functional

customer relationship management tool to allow a first client representative to review

previous customer contacts, product information and servicing information associated with

the customer;

means for allowing the first client representative to update the customer database from information received from the customer to add or modify a specific customer record logging the customer contact and recording any new product or warranty purchase information, service request, return merchandise request, or complaint using one of the plurality of modules; and

means for allowing a second client re^{p}resentative located at a different site from the first client representative to access the multi-functional customer relationship tool over the Internet to further update a product record using at least one of the plurality of modules to update Inventory information of a product at a warehouse location.

16.   The system of claim 15, wherein the plurality of modules available to the at least one client representative include at least four members of a set of modules comprising a customer interaction module, a return merchandise management module, a warranty administration module, an a-mail module, an inventory management module, a reporting system module and a credit card processing module.

17.   The system of claim 15, wherein the means for updating the customer database further comprises:

means for transmitting over the Internet an input page in which the at least one client representative enters data to update the customer database.

18.   The system of claim 15, wherein the means for reviewing previous customer contacts further comprises:

means for transmitting over the Internet an input page in which the at least one client representative enters search information to request customer record information from the customer database;

means for receiving the input page transmitted by the at least one client representative including a request for customer record information;

means for generating an information page including customer record information for the customer record specified in the received input page; and

means for transmitting the information page to the requesting at least one client representative over the Internet.

19.   (Cancelled)

20.   (Cancelled)

21.   The system of claim 15, wherein the means for allowing the at least one client representative to update the customer database further comprises:

means for providing problem and solution codes to be selected by the at least one client representative; and

means for recording any additions or modifications in either the customer or product record using the problem and solution codes.

22. The system of claim 20, wherein the contact with the customer is by e-mail and an e-mail module is used to respond back to the customer, wherein the e-mail module scans the e-mail for key words and categorizes the email for appropriate response using predetermined problem and solution codes and e-mail templates are used to form a response back to the customer.

23. The system of claim 15, further comprising:

means for interlinking with a front-end GUI to display the product image and information over the Internet;

means for processing a payment for a purchase of the product or an extended warranty from the information stored in the customer record;

means for updating the customer and product records to account for the purchase of the product; and

means for updating the customer record to account for the purchase of the extended warranty.

24. (Cancelled)

25. The system of claim 15, wherein the at least one client representative is a repair facility representative further comprising:

means for accessing a return merchandise management module; and

means for producing a printable sheet with a bar code identifying a returned product using a commercial bar code font to code the bar code.

26.   The system of claim 23, further comprising: means for producing a printable sheet with information on the purchase of the product.

27.   The system of claim 15, further comprising: means for producing a report based on information from the customer and product records.

28.   The system of claim 15, further comprising:

        means for interlinking a third party shipping software with the product database;

        means for updating the product database from information received from the third party shipping software to add or modify a specific product record indicating shipping information about the product.

29.   A program for managing customer and product information over the Internet using a multi-functional customer relationship management tool available to at least one client representative comprising a computer usable media including at least one computer program embedded therein that is capable or causing at least one computer to perform:

        generating a customer database including customer records, wherein each customer record tracks a customer;

generating a product database including product records, wherein each product record tracks a product;

creating a plurality of modules for use in the multi-functional customer relationship management tool, wherein each module allows specific access and manipulation of the customer and product databases;

receiving a random, non-automated contact from a customer through a telephone call or by an email;

accessing at least one of the plurality of modules in the multi-functional customer relationship management tool to allow a first client representative to review previous customer contacts, product information and servicing information associated with the customer,

allowing the first client representative to update the customer database from information received from the customer to add or modify a specific customer record logging the customer contact and recording any new product or warranty purchase Information, service request, return merchandise request, or complaint using one of the plurality of modules; and

allowing a second client representative located at a different site from the first client representative to access the multi-functional customer relationship tool over the Internet to further u^{p}date a product record using at least one of the plurality of modules to update inventory information of a product at a warehouse location.

30.   The program of claim 29, wherein the plurality of modules available to the at least one client representative include at least four members of a set of modules comprising a customer interaction module, a return merchandise management module, a warranty administration module, an e-mail module, an inventory management module, a reporting system module and a credit card processing module.

31.   The program of claim 29, wherein the step of updating the customer database further performs:

transmitting over the Internet an input page in which the at least one client representative enters data to update the customer database.

32.   The program of claim 29, wherein the step of reviewing previous customer contacts further performs:

transmitting over the Internet an input page in which the at least one client representative enters search information to request customer record information from the customer database;

receiving the input page transmitted by the at least one client representative including a request for customer record information;

generating an information page including customer record information for the customer record specified in the received input page; and

transmitting the information page to the requesting at least one client representative over the Internet.

33. (Cancelled)

34. (Cancelled)

35. The program of claim 29 wherein the step of allowing the client representative to update the customer database, further performs:

provide problem and solution codes to be selected by the at least one client representative; and

recording any additions or modifications in either the customer or product record using the problem and solution codes.

36. The program of claim 33, wherein the contact with the customer is by e-mail and an e-mail module is used to respond back to the customer, wherein the e-mail module scans the e-mail for key words and categorizes the email for appropriate response using predetermined problem and solution codes and e-mail templates are used to form a response back to the customer.

37. The program of claim 29, further performing: interlinking with a front-end GUI to display the product image and information over the Internet;

processing a payment for a purchase of the product or an extended warranty from the information stored in the customer record;

updating the customer and product records to account for the purchase of the product; and

updating the customer record to account for the purchase of the extended warranty.

38.   (Cancelled)

39.   The program of claim 29, wherein the at least one client representative is a repair facility representative further performing:

accessing a return merchandise management module; and

producing a printable sheet with a bar code identifying a returned product using a commercial bar code font to code the bar code.

40.   The program of claim 37, further performing: producing a printable sheet with information on the purchase of the product.

41.   The program of claim 29, further performing: producing a report based on information from the customer and product records.

42.   The program of claim 29, further performing:

interlinking a third party shipping software with the product database; and

updating the product database from information received from the third party shipping software to add or modify a specific product record indicating shipping information about the product.

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Volume in drive D is ALORICA INC
Volume Serial Number is 721B-1449

Directory of D:\CRM\emachines2

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11/10/2000  11:15a          3,030 email_forward_mail.asp
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11/10/2000   11:15a            7,071  extwar2.asp
11/10/2000   11:15a            4,846  force_esa.asp
11/10/2000   11:15a            3,145  forward_mail.asp
11/10/2000   11:15a            2,368  GetProdId.asp
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11/10/2000   11:15a            1,134  LoginVerify.asp
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11/10/2000   11:15a            2,798  modulenumber.asp
11/10/2000   11:15a           14,229  NewCust.asp
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11/10/2000   11:15a            2,705  newproduct2.asp
11/10/2000   11:15a            1,240  Note.asp
11/10/2000   11:15a            1,240  Note1.asp
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11/10/2000   11:15a           15,307  paysupport.asp
11/10/2000   11:54a           11,085  paysupport_after_ticket.asp
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11/10/2000   03:42p            2,945  paysupport_info.asp
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11/10/2000   04:12p            5,613  paysupport_thirdparty_look.asp
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11/10/2000   04:11p            4,817  rmas_outwarr_asc.asp
11/10/2000   04:11p           19,295  rmas_outwarr2.asp
11/10/2000   11:15a           15,979  sale_order.asp
11/10/2000   11:15a            3,353  search_rebate.asp
11/10/2000   11:16a            7,491  search_rebet.asp
11/10/2000   11:16a            3,571  search_rebet2.asp
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11/10/2000  11:16a       2,093 search_rma.asp
11/10/2000  11:16a       2,276 search_rma2.asp
11/10/2000  11:16a       2,844 searchCust.asp
11/10/2000  11:16a         830 searchCust1.asp
11/10/2000  11:16a         677 searchCustPro.asp
11/10/2000  11:16a       1,268 searchCustPro1.asp
11/10/2000  11:16a       1,287 searchCustPro2.asp
11/10/2000  11:16a       1,318 searchCustPro3.asp
11/10/2000  11:16a       1,311 searchCustPro4.asp
11/10/2000  11:16a       1,361 searchExt.asp
11/10/2000  11:16a       2,975 SearchForm_old.asp
11/10/2000  11:16a       5,296 Searchtest.asp
11/10/2000  11:16a       8,559 softrequest2.asp
11/10/2000  11:16a      15,767 softrequest3.asp
11/10/2000  04:24p      11,105 Summary.asp
11/10/2000  11:16a       4,445 support_thirdparty_charger.asp
11/10/2000  11:16a       4,082 sykes.asp
11/10/2000  11:16a         338 test.asp
11/10/2000  11:16a       1,669 test1.asp
11/10/2000  11:16a       1,439 testmail.asp
11/10/2000  11:16a       2,736 Ticket.asp
11/10/2000  11:43a       9,632 Top.asp
11/10/2000  11:16a       4,044 UpdateCust.asp
11/10/2000  11:15a         226 verifyAgentID.asp
10/18/2000  11:55a      14,756 agent.asp.bak
11/01/2000  11:45a      20,259 CallHist_bak.asp.bak
10/18/2000  11:55a       1,106 custHist.asp.bak
10/18/2000  11:55a      10,834 CustMod.asp.bak
10/18/2000  11:56a       7,424 search_rebet.asp.bak
10/18/2000  11:56a       7,175 search_rma.asp.bak
10/18/2000  11:56a       8,444 Summary.asp.bak
10/18/2000  11:56a       7,247 sykes.asp.bak
11/10/2000  11:22a         338 test.asp.bak
11/10/2000  11:15a       1,794 Main.css
11/10/2000  11:16a         971 Top.css
10/18/2000  11:55a       8,568 CustForm.asp.f
11/10/2000  11:15a       2,872 search.htm
11/01/2000  11:45a       7,419 ADOVBS.INC
10/19/2000  12:15p         186 dbconn.inc
11/01/2000  09:11a         186 dbconn_old.inc
10/18/2000  11:55a          40 dbconnclose.inc
10/31/2000  04:43p          40 dbconnclose_old.inc
11/01/2000  11:46a      19,477 es.js
11/01/2000  11:45a         759 CustomerList.asp.o
11/01/2000  11:45a         343 altered_DB_Pages.txt
              152 File(s)    1,070,901 bytes
               16 Dir(s)             0 bytes free
```